

# AOC

See it. Live it. In a new dimension.



## LCD Monitor User Manual D2357P<sub>H</sub> LED Backlight



[www.aoc.com](http://www.aoc.com)

©2012 AOC. All Rights Reserved.

---

|   |    |
|---|----|
| Safety.....   | 3  |
| National Conventions.....   | 3  |
| Power .....   | 4  |
| Installation.....   | 5  |
| Cleaning.....   | 6  |
| Other.....  | 7  |
| Setup .....   | 8  |
| Contents in Box .....   | 8  |
| Setup Stand & Base .....  | 9  |
| Adjusting Viewing Angle.....  | 11 |
| Connecting the Monitor.....   | 12 |
| Adjusting .....   | 13 |
| Setting Optimal Resolution .....                                      | 13 |
| Windows Vista .....   | 13 |
| Windows XP .....  | 15 |
| Windows ME/2000.....  | 16 |
| Hotkeys.....  | 17 |
| OSD Setting.....  | 18 |
| Luminance .....   | 19 |
| Image Setup .....   | 21 |
| Color Setup.....  | 23 |
| Picture Boost .....   | 25 |
| OSD Setup .....   | 27 |
| Extra .....   | 29 |
| Exit.....   | 33 |
| LED Indicator .....   | 34 |
| Driver .....  | 35 |
| Monitor Driver .....  | 35 |
| Windows 7 .....   | 35 |
| Windows Vista .....   | 39 |
| Windows XP .....  | 41 |
| Windows 2000 .....  | 44 |
| Windows ME.....   | 44 |
| i-Menu.....   | 45 |
| e-Saver .....   | 46 |
| Screen+ .....   | 47 |
| Troubleshoot.....   | 48 |
| Specification.....  | 51 |
| General Specification.....  | 51 |
| Preset Display Modes .....  | 52 |
| Pin Assignments .....   | 53 |
| Plug and Play.....  | 54 |
| Regulation.....   | 55 |
| FCC Notice .....  | 55 |
| CE Declaration of Conformity .....                                    | 55 |
| WEEE Declaration .....  | 56 |
| Service.....  | 57 |
| Warranty Statement for Europe .....                                   | 57 |
| Warranty Statement for North & South America (excluding Brazil) ..... | 59 |

---

# Safety

## National Conventions

The following subsections describe notational conventions used in this document.

### Notes, Cautions, and Warnings

Throughout this guide, blocks of text may be accompanied by an icon and printed in bold type or in italic type. These blocks are notes, cautions, and warnings, and they are used as follows:



**NOTE:** A NOTE indicates important information that helps you make better use of your computer system.




**CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.





**WARNING:** A WARNING indicates the potential for bodily harm and tells you how to avoid the problem. Some warnings may appear in alternate formats and may be unaccompanied by an icon. In such cases, the specific presentation of the warning is mandated by regulatory authority.


---


## Power


 The monitor should be operated only from the type of power source indicated on the label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.


 The monitor is equipped with a three-pronged grounded plug, a plug with a third (grounding) pin. This plug will fit only into a grounded power outlet as a safety feature. If your outlet does not accommodate the three-wire plug, have an electrician install the correct outlet, or use an adapter to ground the appliance safely. Do not defeat the safety purpose of the grounded plug.

 Unplug the unit during a lightning storm or when it will not be used for long periods of time. This will protect the monitor from damage due to power surges.

 Do not overload power strips and extension cords. Overloading can result in fire or electric shock.

 To ensure satisfactory operation, use the monitor only with UL listed computers which have appropriate configured receptacles marked between 100 - 240V ~, Min. 5A

 The wall socket shall be installed near the equipment and shall be easily accessible.


 For use only with the attached power adapter (Output 12Vdc) which have UL, CSA listed license (Only for monitors with power adapter).


Manufacturers:


1) TPV ELECTRONICS(FUJIAN) CO., LTD model : ADPC1245


---


## Installation

 Do not place the monitor on an unstable cart, stand, tripod, bracket, or table. If the monitor falls, it can injure a person and cause serious damage to this product. Use only a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with this product. Follow the manufacturer's instructions when installing the product and use mounting accessories recommended by the manufacturer. A product and cart combination should be moved with care.

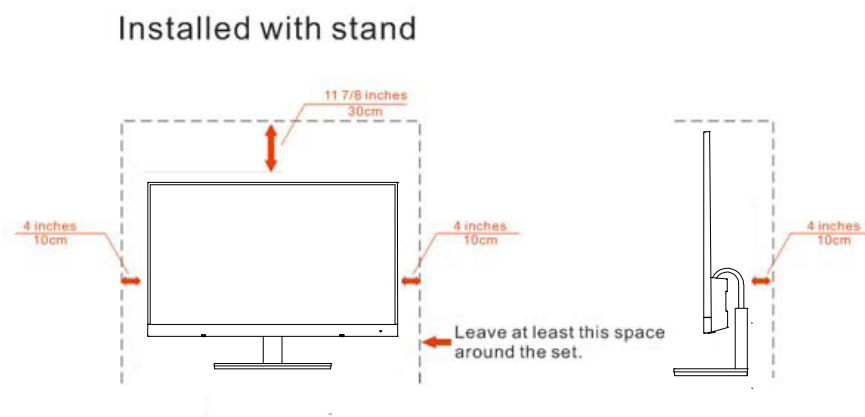
 Never push any object into the slot on the monitor cabinet. It could damage circuit parts causing a fire or electric shock. Never spill liquids on the monitor.

 Do not place the front of the product on the floor.

 If you mount the monitor on a wall or shelf, use a mounting kit approved by the manufacturer and follow the kit instructions.


 Leave some space around the monitor as shown below. Otherwise, air-circulation may be inadequate hence overheating may cause a fire or damage to the monitor.


See below the recommended ventilation areas around the monitor when the monitor is installed on the stand:




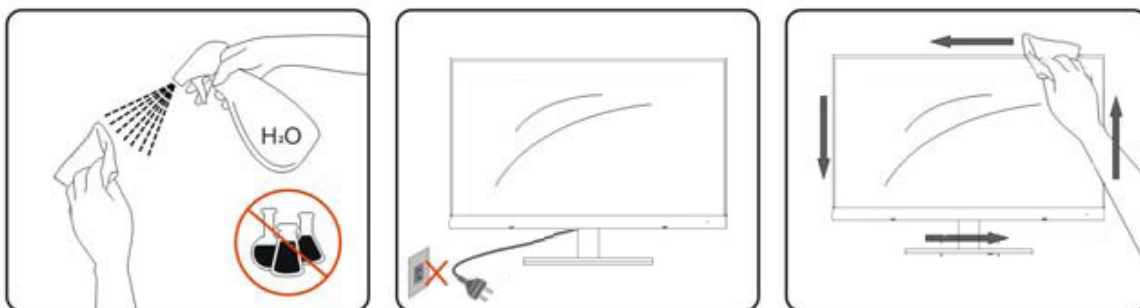
---

## Cleaning

 Clean the cabinet regularly with cloth. You can use soft-detergent to wipe out the stain, instead of strong-detergent which will cauterize the product cabinet.


 When cleaning, make sure no detergent is leaked into the product. The cleaning cloth should not be too rough as it will scratch the screen surface.


 Please disconnect the power cord before cleaning the product.





---

## Other

 If the product is emitting a strange smell, sound or smoke, disconnect the power plug IMMEDIATELY and contact a Service Center.

 Make sure that the ventilating openings are not blocked by a table or curtain.

 Do not engage the LCD monitor in severe vibration or high impact conditions during operation.

 Do not knock or drop the monitor during operation or transportation.

---

# Setup

## Contents in Box



Monitor



CD Manual



Base



Adapter



Audio Cable



3D Glasses



Power Cable



Analog Cable



HDMI Cable

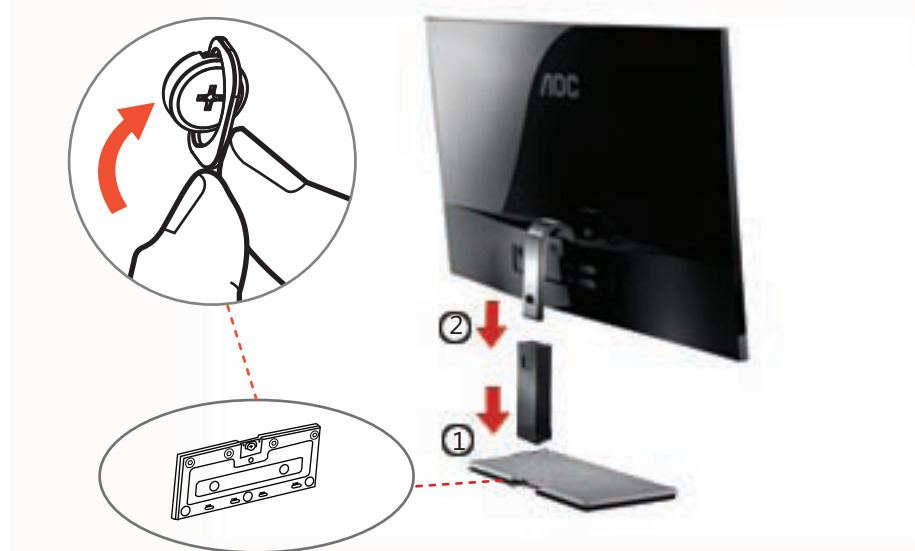
\* Not all signal cables (Analog, and HDMI cables) will be provided for all countries and regions. Please check with the local dealer or AOC branch office for confirmation.

---

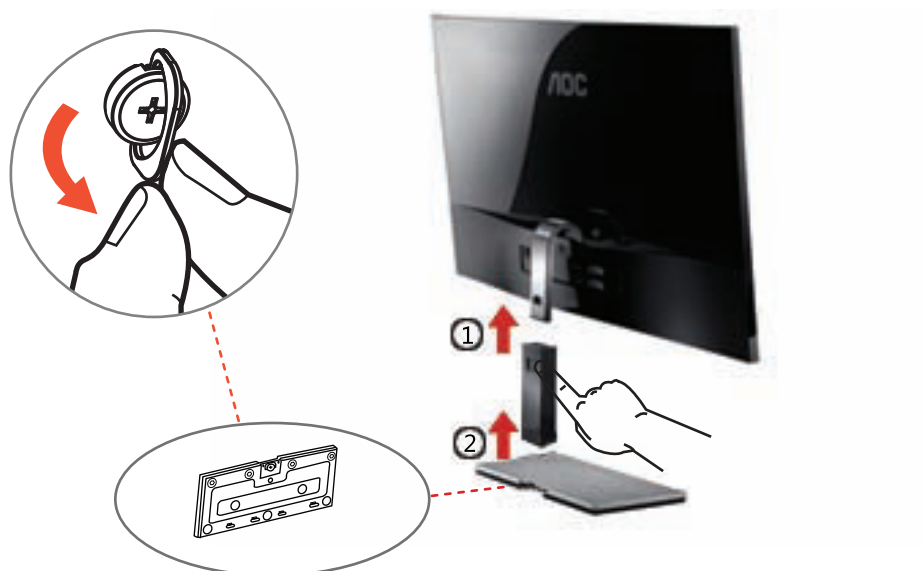
## Setup Stand & Base

Please setup or remove the base following the steps as below.

Setup:

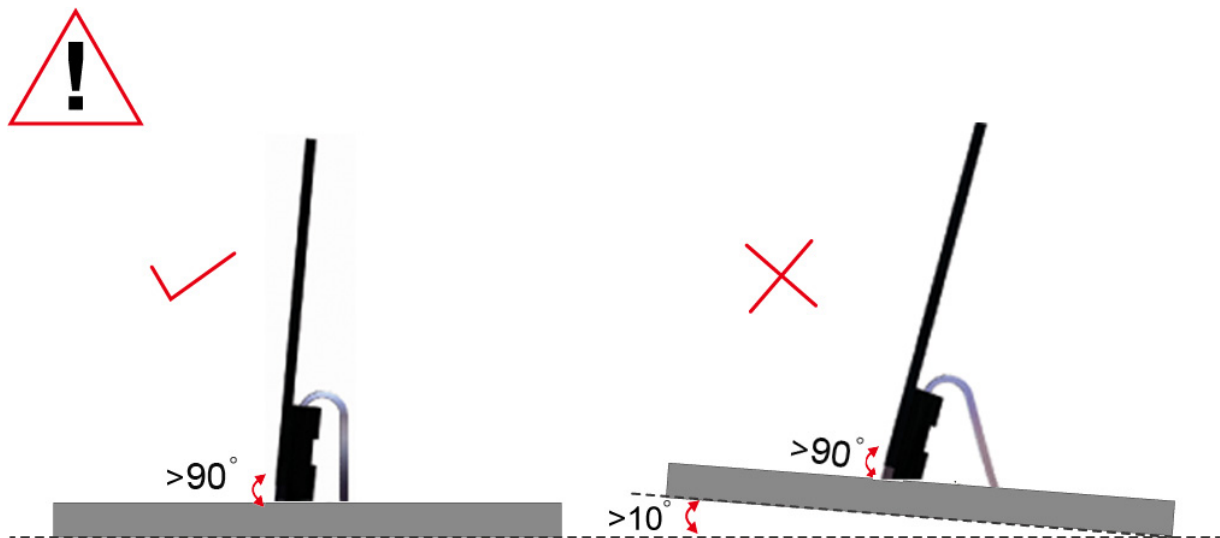


Remove:



---

Unit standing without base is available. (Caution: must put unit in flat surface. Any uneven or sloped surface may result unit damaged or injury to user.)



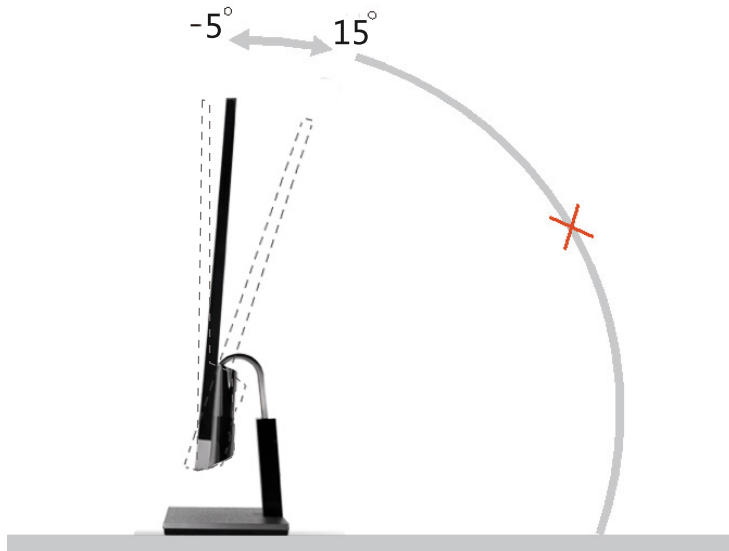
---

## Adjusting Viewing Angle

For optimal viewing it is recommended to look at the full face of the monitor, then adjust the monitor's angle to your own preference.

Hold the stand so you will not topple the monitor when you change the monitor's angle.

You are able to adjust the monitor's angle from  $-5^{\circ}$  to  $15^{\circ}$ .



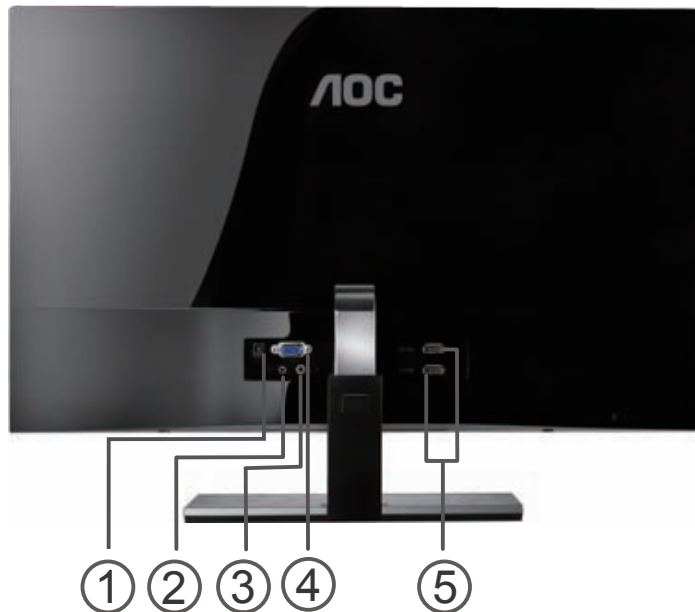
### NOTE:

Do not touch the LCD screen when you change the angle. It may cause damage or break the LCD screen.

---

## Connecting the Monitor

Cable Connections In Back of Monitor and Computer:



1. Power
2. Earphone
3. Audio cable
4. D-Sub cable
5. HDMI cable

To protect equipment, always turn off the PC and LCD monitor before connecting.

- 1 Connect the power cable to the AC port on the back of the monitor.
- 2 Connect one end of the 15-pin D-Sub/HDMI cable to the back of the monitor and connect the other end to the computer's D-Sub/HDMI port.
- 3 Turn on your monitor and computer.

If your monitor displays an image, installation is complete. If it does not display an image, please refer Troubleshooting.

---

# Adjusting

## Setting Optimal Resolution

### Windows Vista

For Windows Vista:

1 Click **START**.

2 Click **CONTROL PANEL**.



3 Click **Appearance and Personalization**.



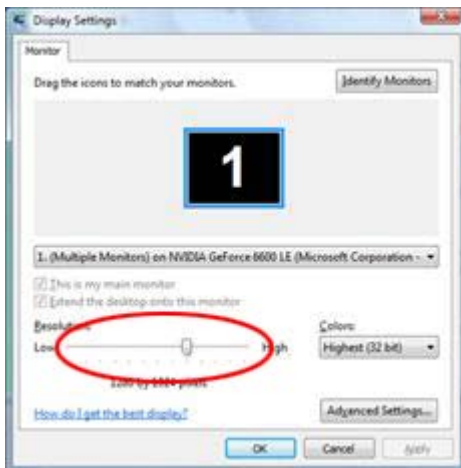
4 Click **Personalization**



5 Click **Display Settings**.



6 Set the resolution **SLIDE-BAR** to 1920 by 1080.



---

## Windows XP

For Windows XP:

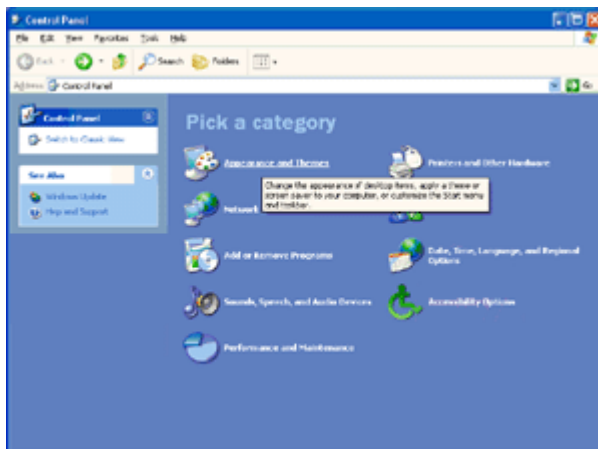
1 Click **START**.



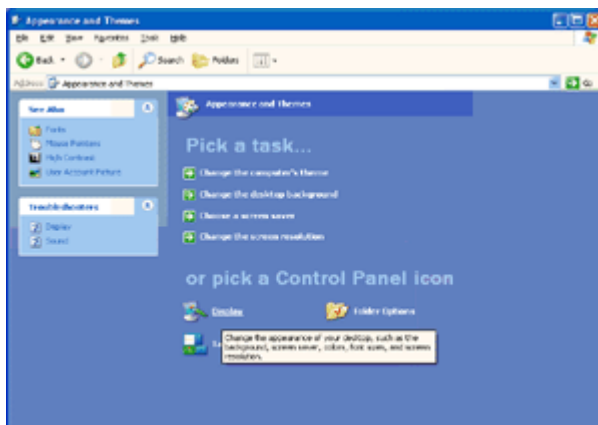
2 Click **SETTINGS**.

3 Click **CONTROL PANEL**.

4 Click **Appearance and Themes**.



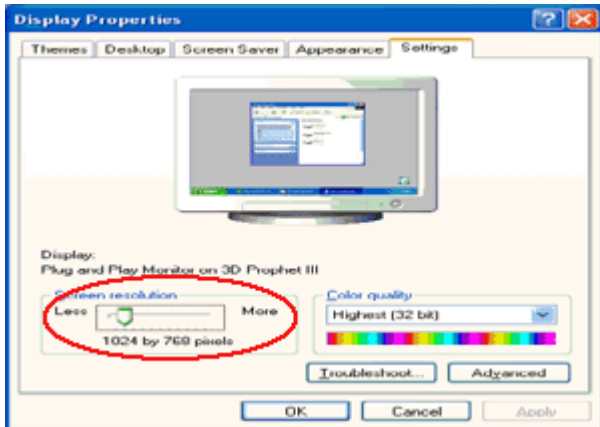
5 Double click **DISPLAY**.



---

6 Click **SETTINGS**.

7 Set the resolution **SLIDE-BAR** to 1920 by 1080.



## Windows ME/2000

**For Windows ME/2000:**

1 Click **START**.

2 Click **SETTINGS**.

3 Click **CONTROL PANEL**.

4 Double click **DISPLAY**.

5 Click **SETTINGS**.

6 Set the resolution **SLIDE-BAR** to 1920 by 1080.

---

## Hotkeys



|   |                  |
|---|------------------|
| 1 | Source/Auto/Exit |
| 2 | 2D/3D /<         |
| 3 | Volume/ >        |
| 4 | Menu/Enter       |
| 5 | Power            |

### **Power**

Press the Power button to turn on/off the monitor.

### **2D/3D /<**

Press this hotkey continuously to select 2D/3D functions when the on-screen display (OSD) is unavailable.

### **Volume / >**

When there is no OSD, press Volume adjust volume.

### **Auto / Exit / Source hot key**

When there is no OSD, press Auto/Source button continuously about 2 second to do auto configure.

When the OSD is closed, press Source button will be Source hot key function. Press Source button continuously to select the input source showed in the message bar, press Menu/Enter button to change to the source selected.

---

# OSD Setting

Basic and simple instruction on the control keys.



- 1) Press the **MENU-button** to activate the OSD window.
- 2) Press **<or>** to navigate through the functions. Once the desired function is highlighted, press the **MENU-button** to activate it . press **<or>** to navigate through the sub-menu functions. Once the desired function is highlighted, press **MENU-button** to activate it.
- 3) Press **<or>** to change the settings of the selected function. Press **AUTO** to exit. If you want to adjust any other function, repeat steps 2-3.
- 4) OSD Lock Function: To lock the OSD, press and hold the **MENU button** while the monitor is off and then press **power button** to turn the monitor on. To un-lock the OSD - press and hold the **MENU button** while the monitor is off and then press **power button** to turn the monitor on.

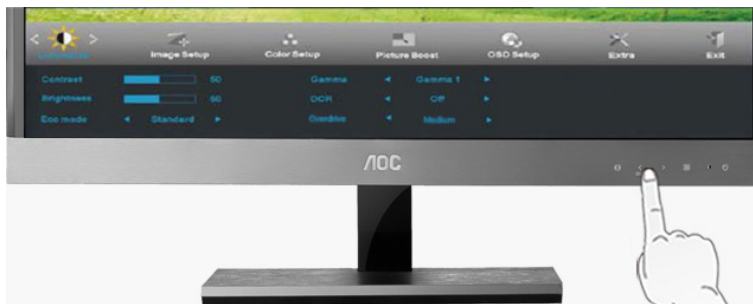
## Notes:


- 1) If the product has only one signal input, the item of "Input Select" is disable to adjust.
- 2) If the product screen size is 4:3 or input signal resolution is wide format, the item of "Image Ratio" is disable to adjust.
- 3) One of non-standard ECO, DCR , DCB, Picture Boost is activated, the other three of functions are turned off accordingly.

## Luminance



1. Press **MENU** (Menu) to display menu.



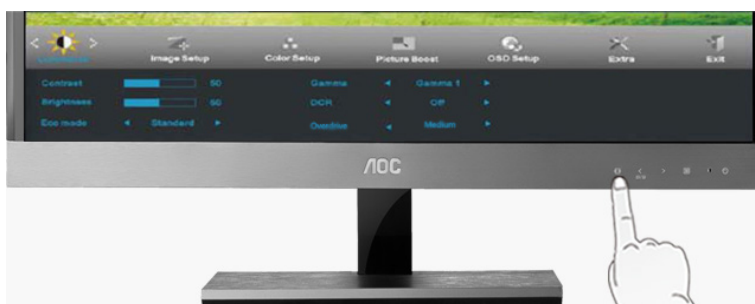
2. Press < or > to select  (Luminance), and press **MENU** to enter.




3. Press < or > to select submenu, and press **MENU** to enter.










4. Press < or > to adjust.



5. Press **AUTO** to exit.



|  |            |          |   |                                 |
|--|------------|----------|---|---------------------------------|
|  | Brightness | 0-100    |   | Backlight Adjustment            |
|  | Contrast   | 0-100    |   | Contrast from Digital-register. |
|  | Eco mode   | Standard |  | Standard Mode                   |
|  |            | Text     |  | Text Mode                       |
|  |            | Internet |  | Internet Mode                   |
|  |            | Game     |  | Game Mode                       |
|  |            | Movie    |  | Movie Mode                      |
|  |            | Sports   |  | Sports Mode                     |
|  | Gamma      | Gamma1   |   | Adjust to Gamma1                |
|  |            | Gamma2   |   | Adjust to Gamma 2               |
|  |            | Gamma3   |   | Adjust to Gamma 3               |
|  | DCR        | Off      |   | Disable dynamic contrast ratio  |
|  |            | On       |  | Enable dynamic contrast ratio   |
|  | Overdrive  | Weak     |   | Adjust the response time        |
|  |            | Medium   |   |                                 |
|  |            | Strong   |   |                                 |
|  |            | Off      |   |                                 |

---

## Image Setup



1. Press **MENU** (Menu) to display menu.



2. Press < or > to select  (Image Setup), and press **MENU** to enter.




3. Press < or > to select submenu, and press **MENU** to enter.



4. Press < or > to adjust.



5. Press **AUTO** to exit.


|   |            |       |  |
|---|------------|-------|--|
|  | Clock      | 0-100 | Adjust picture Clock to reduce Vertical-Line noise.  |
|   | Phase      | 0-100 | Adjust Picture Phase to reduce Horizontal-Line noise |
|   | Sharpness  | 0-100 | Adjust picture sharpness                             |
|   | H.Position | 0-100 | Adjust the horizontal position of the picture.       |
|   | V.Position | 0-100 | Adjust the vertical position of the picture.         |

## Color Setup



1. Press **MENU** (Menu) to display menu.



2. Press < or > to select  (Color Setup), and press **MENU** to enter.




3. Press < or > to select submenu, and press **MENU** to enter.



4. Press < or > to adjust.



5. Press **AUTO** to exit.

|   |              |              |           |  |
|---|--------------|--------------|-----------|--|
|  | Color setup. | Warm         |           | Recall Warm Color Temperature from EEPROM.   |
|   |              | Normal       |           | Recall Normal Color Temperature from EEPROM. |
|   |              | Cool         |           | Recall Cool Color Temperature from EEPROM.   |
|   |              | sRGB         |           | Recall SRGB Color Temperature from EEPROM.   |
|   |              | User         | Red       | Red Gain from Digital-register               |
|   |              |              | Green     | Green Gain Digital-register.                 |
|   |              |              | Blue      | Blue Gain from Digital-register              |
|   | DCB Mode     | Full Enhance | on or off | Disable or Enable Full Enhance Mode          |
|   |              | Nature Skin  | on or off | Disable or Enable Nature Skin Mode           |
|   |              | Green Field  | on or off | Disable or Enable Green Field Mode           |
|   |              | Sky-blue     | on or off | Disable or Enable Sky-blue Mode              |
|   |              | AutoDetect   | on or off | Disable or Enable AutoDetect Mode            |
|   | DCB Demo     |              | On or off | Disable or Enable Demo                       |

## Picture Boost



1. Press **MENU** (Menu) to display menu.



2. Press < or > to select  (Picture Boost), and press **MENU** to enter.




3. Press < or > to select submenu, and press **MENU** to enter.



4. Press < or > to adjust.



5. Press **AUTO** to exit.

|   |              |           |                                  |
|---|--------------|-----------|----------------------------------|
|  | Frame Size   | 14-100    | Adjust Frame Size                |
|   | Brightness   | 0-100     | Adjust Frame Brightness          |
|   | Contrast     | 0-100     | Adjust Frame Contrast            |
|   | H. position  | 0-100     | Adjust Frame horizontal Position |
|   | V.position   | 0-100     | Adjust Frame vertical Position   |
|   | Bright Frame | on or off | Disable or Enable Bright Frame   |

## OSD Setup



1. Press **MENU** (Menu) to display menu.



2. Press < or > to select  (OSD Setup), and press **MENU** to enter.




3. Press < or > to select submenu, and press **MENU** to enter.



4. Press < or > to adjust.



5. Press **AUTO** to exit.

|   |              |       |                                       |
|---|--------------|-------|---------------------------------------|
|  | H.Position   | 0-100 | Adjust the horizontal position of OSD |
|   | V.Position   | 0-100 | Adjust the vertical position of OSD   |
|   | Timeout      | 5-120 | Adjust the OSD Timeout                |
|   | Transparence | 0-100 | Adjust the transparence of OSD        |
|   | Language     |       | Select the OSD language               |

## Extra



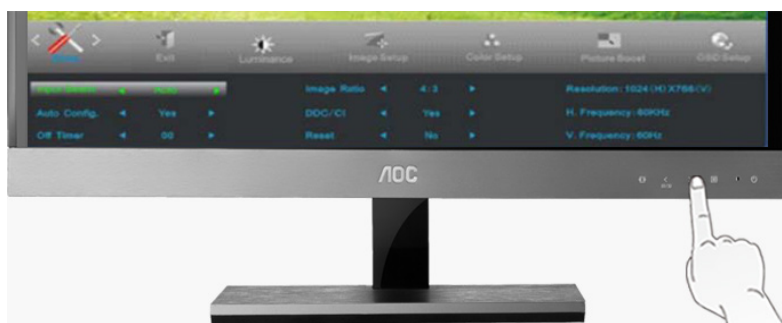
1. Press **MENU** (Menu) to display menu.



2. Press < or > to select  (Extra), and press **MENU** to enter.




3. Press < or > to select submenu, and press **MENU** to enter.



4. Press < or > to adjust.



5. Press **AUTO** to exit.

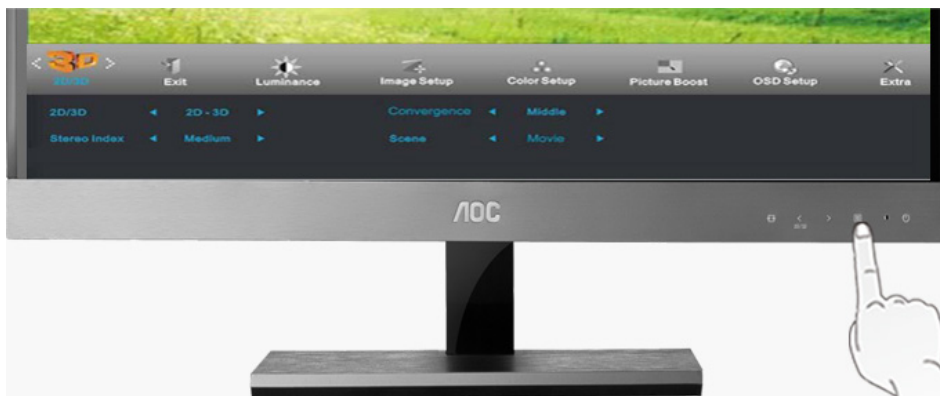
|   |              |             |   |
|---|--------------|-------------|---|
|  | Input Select | Auto        | Select to Auto Detect input signal                          |
|   |              | D-SUB       | Select D-SUB Signal Source as Input                         |
|   |              | HDMI        | Select HDMI Source as Input                                 |
|   |              | HDMI II     | Select HDMI II Source as Input                              |
|   | Auto Config  | yes or no   | Auto adjust the picture to default                          |
|   | Image Ratio  | wide or 4:3 | Select wide or 4:3 format for display                       |
|   | DDC-CI       | yes or no   | Turn ON/OFF DDC-CI Support                                  |
|   | Off Timer    | 0~24hours   | Select timing to turn off the monitor.                      |
|   | Information  |             | Show the information of the main image and sub-image source |

## 2D/3D

1. VGA input mode: Press the Menu key to enter the OSD menu and select the 2D/3D menu. 2D, 2D-3D, 3D (SBS), 3D(T/B) modes are available for switchover. When select 2D, 3D (SBS), 3D(T/B) mode, the Stereo Index, Convergence and Scene icon in sub tier menu is disable and grey.



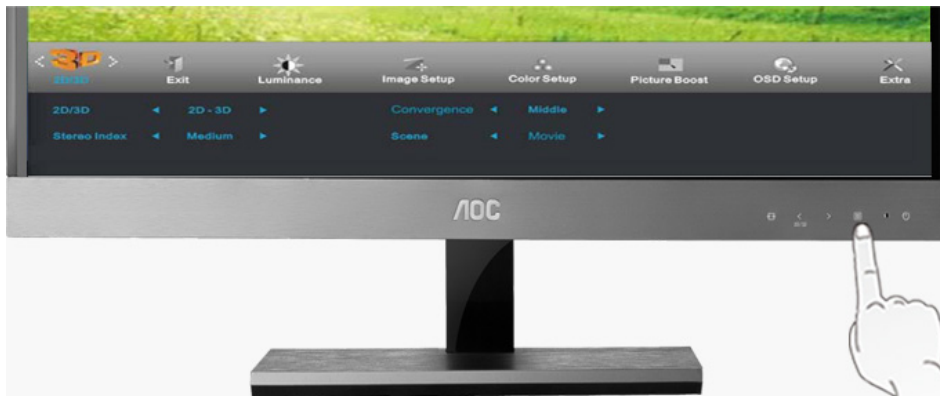
2. VGA input mode: Press the Menu key to enter the OSD menu and select the 2D/3D menu. When select 2D-3D mode, the Stereo Index, Convergence and Scene icon in sub tier menu is able to adjust.



3. HDMI input mode under 2D: Press the Menu key to enter the OSD menu and select the 2D/3D/ menu. Auto (2D), 2D-3D, 3D (SBS) and 3D (T/B) modes are available for switchover. When select Auto(2D), 3D (SBS), 3D(T/B) mode, the Stereo Index, Convergence and Scene icon in sub tier menu is disable and grey.



4. HDMI input mode under 2D: Press the Menu key to enter the OSD menu and select the 2D/3D menu. When select 2D-3D mode, the Stereo Index, Convergence and Scene icon in 3D sub tier menu is able to adjust.



5. HDMI input mode under 3D: Press the Menu key to enter the OSD menu and select the 2D/3D/ menu. Only Auto(3D) is able to select, 2D-3D, 3D (SBS),3D(T/B) mode is disable and grey.



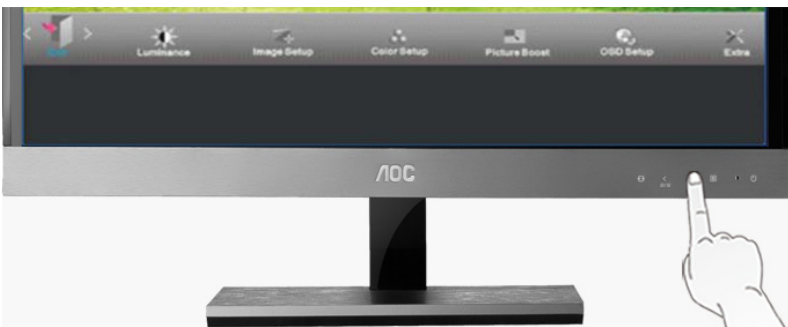
Exit



1. Press **MENU** (Menu) to display menu.



2. Press < or > to select  (Exit), and press **MENU** to enter.





3. Press **AUTO** to exit.

|   |      |  |                   |
|---|------|--|-------------------|
|  | Exit |  | Exit the main OSD |
|---|------|--|-------------------|

---

## LED Indicator

| Status          | LED Color |   |
|-----------------|-----------|---|
| Full Power Mode | Blue      |  |
| Active-off Mode | orange    |  |

---

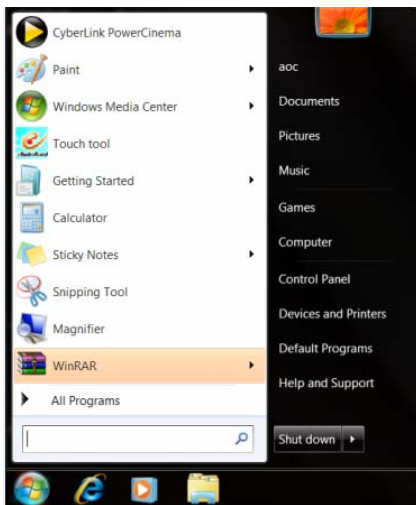
# Driver

## Monitor Driver

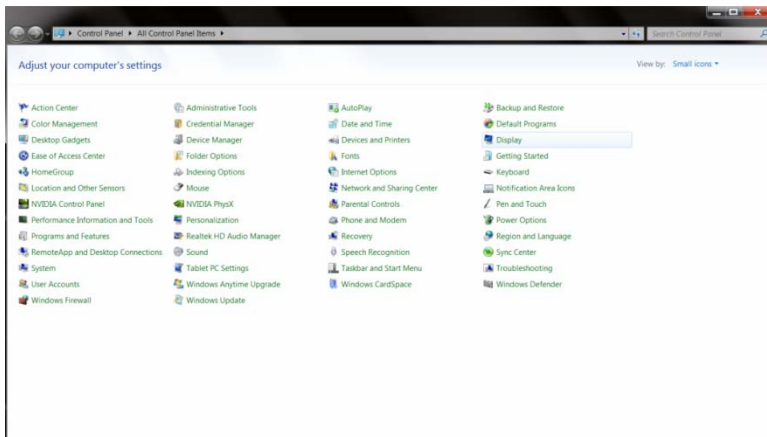
### Windows 7

1. Start Windows® 7

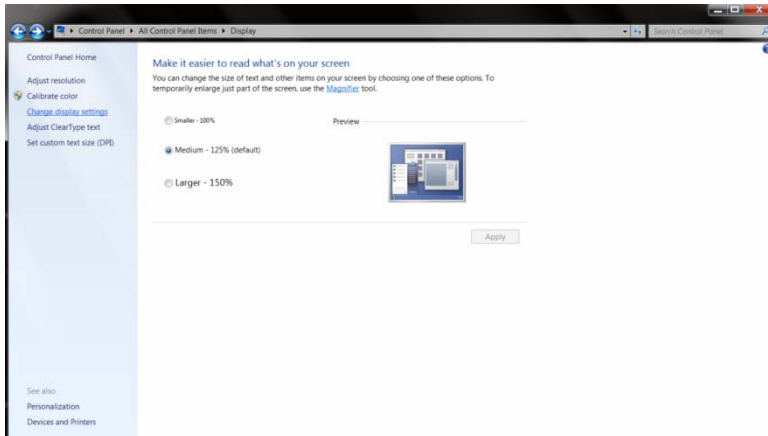
2. Click on the **'Start'** button and then click on **'Control Panel'**.



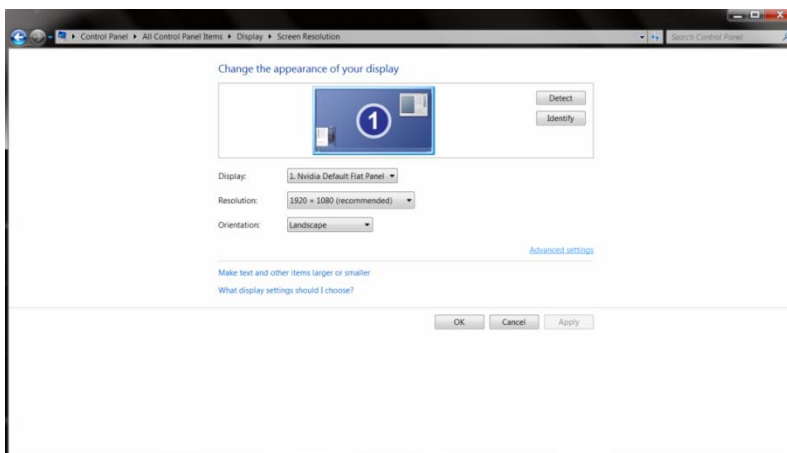
3. Click on the **'Display'** icon.



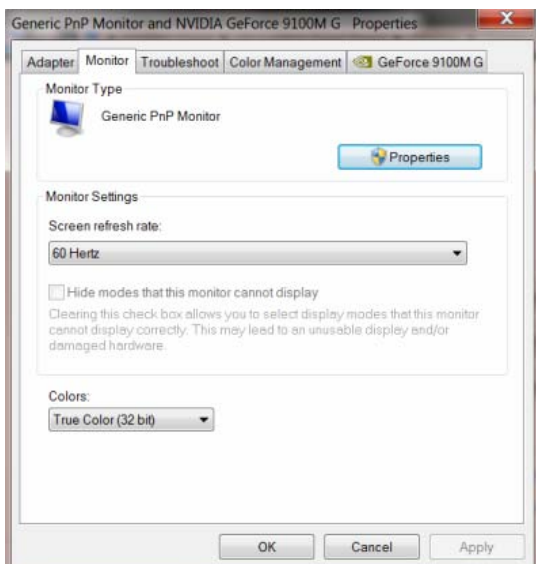
4. Click on the “**Change display settings**” button.



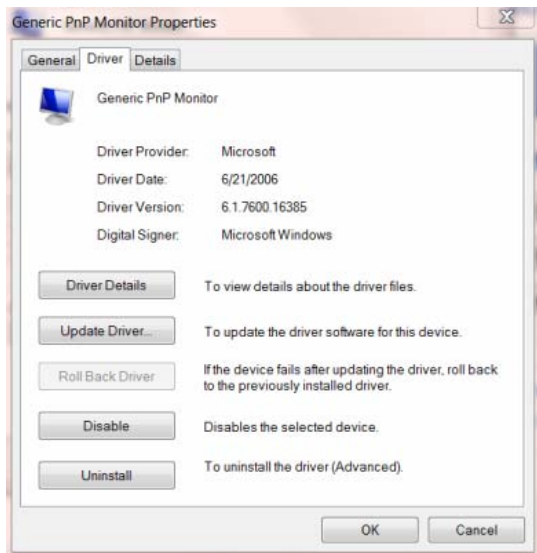
5. Click the “**Advanced Settings**” button.



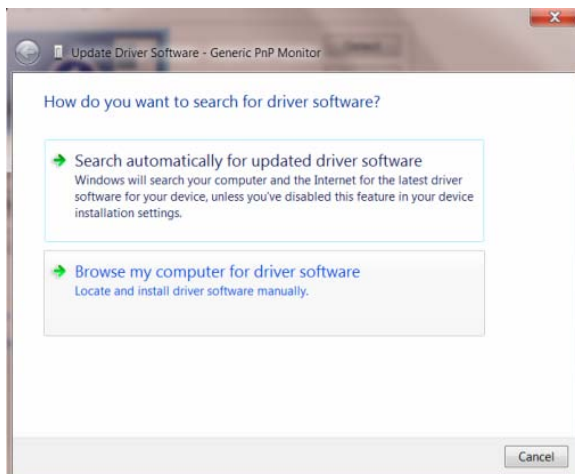
6. Click the “**Monitor**” tab and then click the “**Properties**” button.



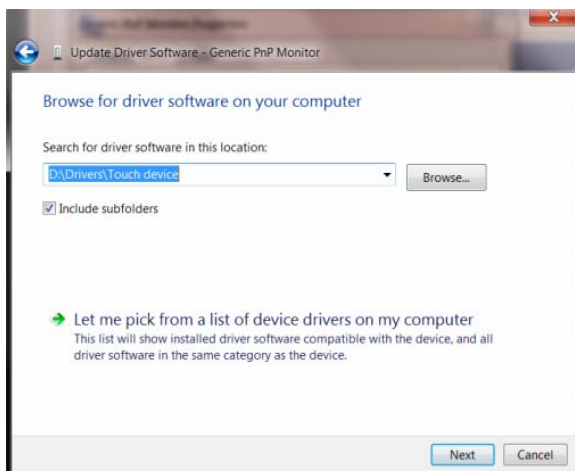
7. Click the **"Driver"** tab.



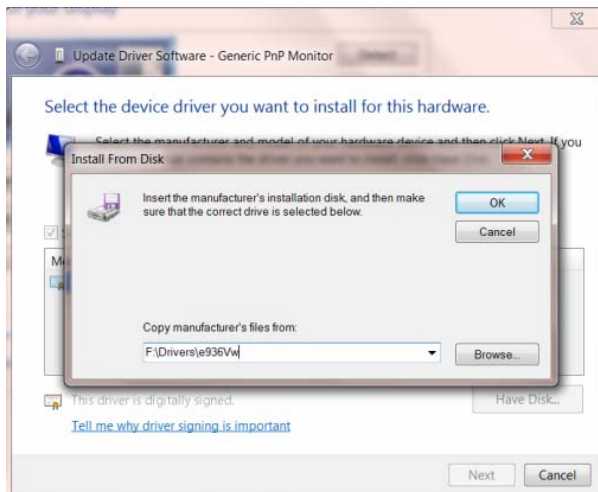
8. Open the "Update Driver Software-Generic PnP Monitor" window by clicking on **"Update Driver..."** and then click the **"Browse my computer for driver software"** button.



9. Select **"Let me pick from a list of device drivers on my computer"**.



10. Click the **"Have Disk"** button. Click on the **"Browse"** button and navigate to the following directory:  
X:\Driver\module name (where X is the drive letter designator for the CD-ROM drive).

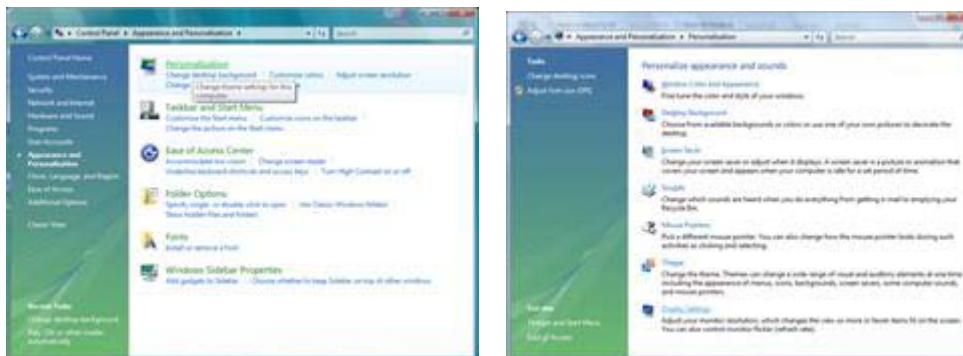


11. Select the **"xxx.inf"** file and click the **"Open"** button. Click the **"OK"** button.

12. Select your monitor model and click the **"Next"** button. The files will be copied from the CD to your hard disk drive.

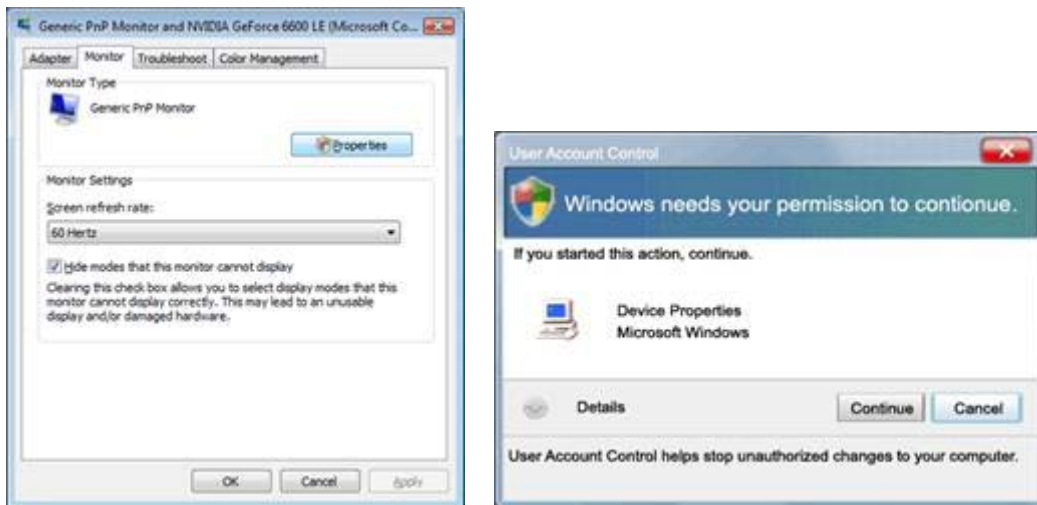
13. Close all open windows and remove the CD.

14. Restart the system. The system will automatically select the maximum refresh rate and corresponding Color Matching Profiles.

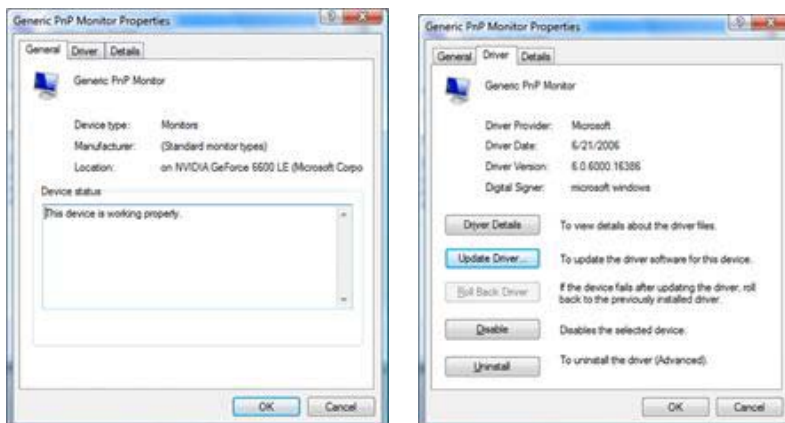


4. Click "Properties" in the "Monitor" tab. If the "Properties" button is deactivated, it means the configuration for your monitor is completed. The monitor can be used as is.

If the message "Windows needs..." is displayed, as shown in the figure below, click "Continue".



5. Click "Update Driver..." in the "Driver" tab.



6. Check the "Browse my computer for driver software" checkbox and click "Let me pick from a list of device drivers on my computer".



7. Click on the 'Have disk...' button, then click on the 'Browse...' button and then select the appropriate drive F:\Driver (CD-ROM Drive).

8. Select your monitor model and click on the 'Next' button.

9. Click "Close" → "Close" → "OK" → "OK" on the following screens displayed in sequence.

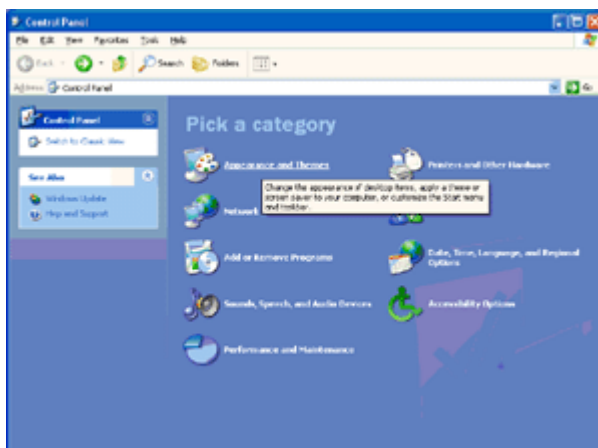
---

## Windows XP

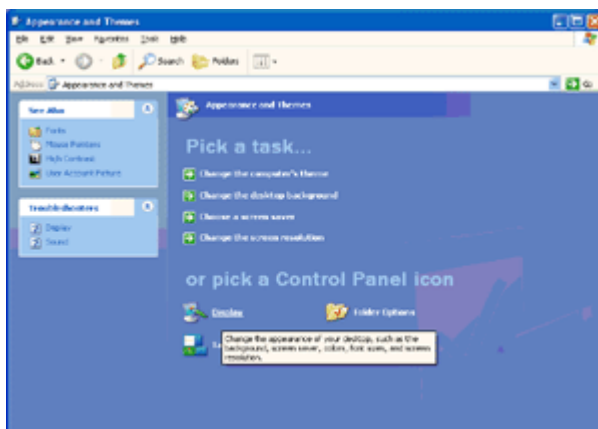
1. Start Windows® XP
2. Click on the 'Start' button and then click on 'Control Panel'.



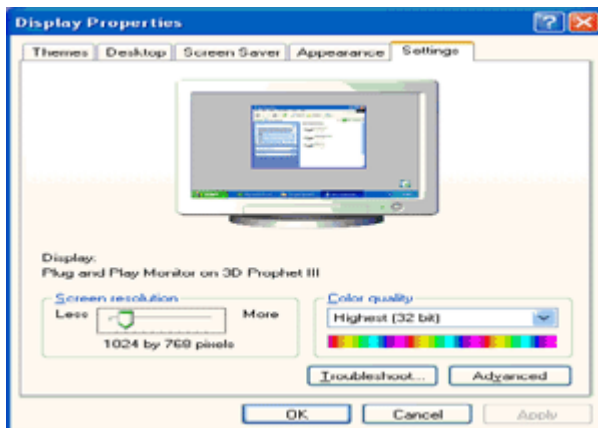
3. Select and click on the category 'Appearance and Themes'



4. Click on the 'Display' Item.



5. Select the 'Settings' tab then click on the 'Advanced' button.

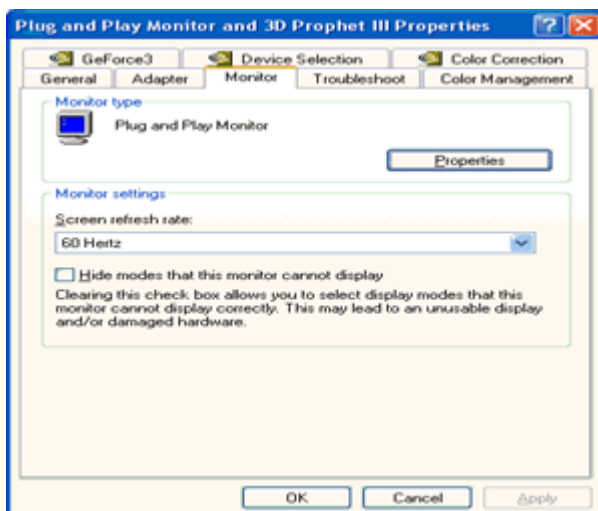


6. Select 'Monitor' tab

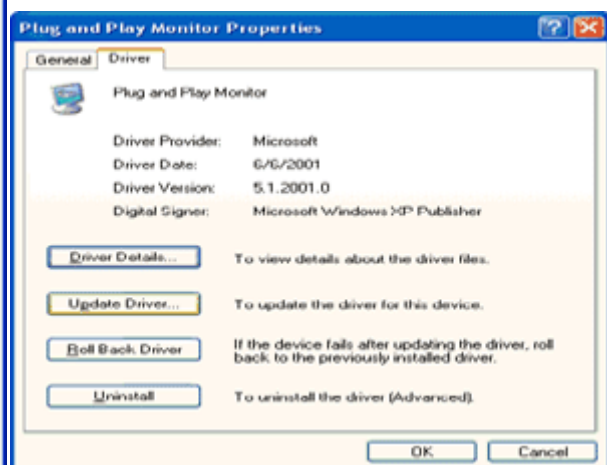
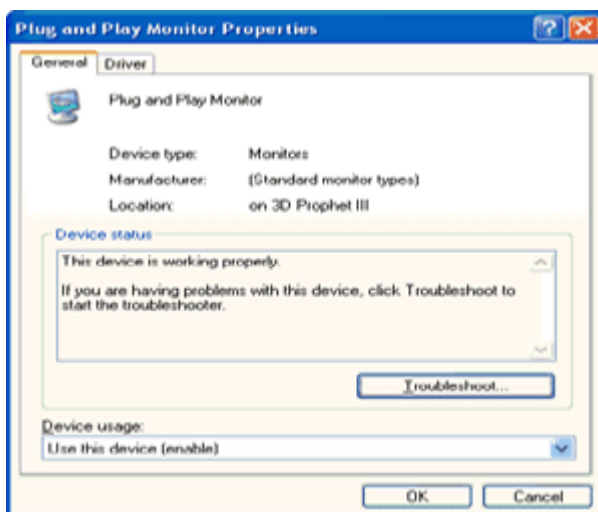
- If the 'Properties' button is inactive, it means your monitor is properly configured. Please stop installation.

- If the 'Properties' button is active, click on 'Properties' button.

Please follow the steps below.



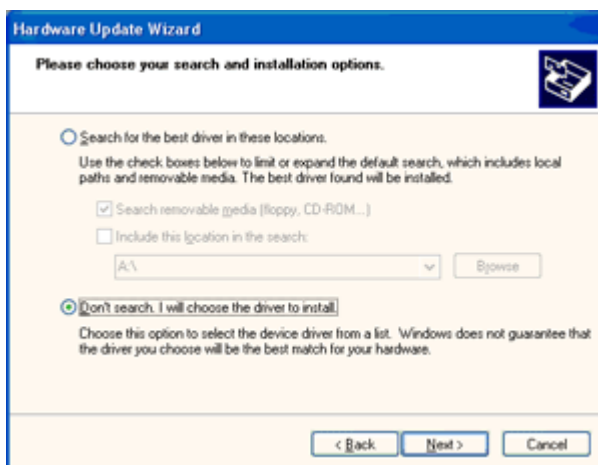
7. Click on the 'Driver' tab and then click on 'Update Driver...' button.



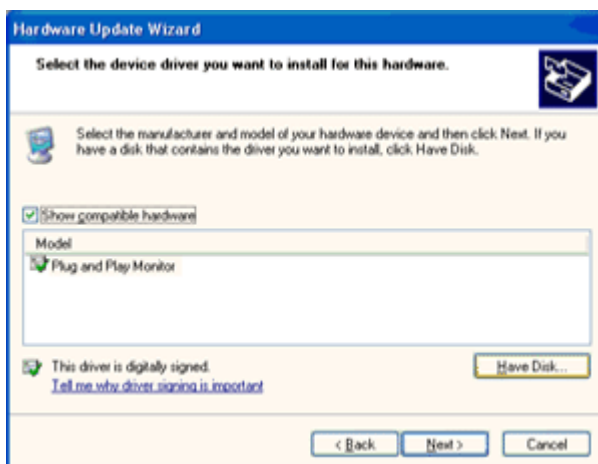
8. Select the 'Install from a list or specific location [advanced]' radio button and then click on the 'Next' button.



9. Select the 'Don't Search. I will choose the driver to install' radio button. Then click on the 'Next' button.



10. Click on the 'Have disk...' button, then click on the 'Browse...' button and then select the appropriate drive F: (CD-ROM Drive).



11. Click on the 'Open' button, then click the 'OK' button.

12. Select your monitor model and click on the 'Next' button.

- If you can see the 'has not passed Windows® Logo testing to verify its compatibility with Windows® XP' message, please click on the 'Continue Anyway' button.

13. Click on the 'Finish' button then the 'Close' button.

14. Click on the 'OK' button and then the 'OK' button again to close the Display Properties dialog box.

---

## Windows 2000

1. Start Windows® 2000
  2. Click on the 'Start' button, point to 'Settings', and then click on 'Control Panel'.
  3. Double click on the 'Display' Icon.
  4. Select the 'Settings' tab then click on 'Advanced...'.
    - If the 'Properties' button is inactive, it means your monitor is properly configured. Please stop installation.
    - If the 'Properties' button is active. Click on 'Properties' button. Please follow the steps given below.
  6. Click on 'Driver' and then click on 'Update Driver...' then click on the 'Next' button.
  7. Select 'Display a list of the known drivers for this device so that I can choose a specific driver', then click on 'Next' and then click on 'Have disk...'.
    - If the 'Browse...' button is inactive, it means your monitor is properly configured. Please stop installation.
    - If the 'Browse...' button is active. Click on 'Browse...' button. Please follow the steps given below.
  8. Click on the 'Browse...' button then select the appropriate drive F: ( CD-ROM Drive).
  9. Click on the 'Open' button, then click on the 'OK' button.
  10. Select your monitor model and click on the 'Next' button.
  11. Click on the 'Finish' button then the 'Close' button.
- If you can see the 'Digital Signature Not Found' window, click on the 'Yes' button.

## Windows ME

1. Start Windows® Me
2. Click on the 'Start' button, point to 'Settings', and then click on 'Control Panel'.
3. Double click on the 'Display' Icon.
4. Select the 'Settings' tab then click on 'Advanced...'.
  - If the 'Properties' button is inactive, it means your monitor is properly configured. Please stop installation.
  - If the 'Properties' button is active. Click on 'Properties' button. Please follow the steps given below.
5. Select the 'Monitor' button, then click on 'Change...' button.
6. Select 'Specify the location of the driver(Advanced)' and click on the 'Next' button.
7. Select 'Display a list of all the drivers in a specific location, so you can choose the driver you want', then click on 'Next' and then click on 'Have Disk...'.
  - If the 'Browse...' button is inactive, it means your monitor is properly configured. Please stop installation.
  - If the 'Browse...' button is active. Click on 'Browse...' button. Please follow the steps given below.
8. Click on the 'Browse...' button, select the appropriate drive F: ( CD-ROM Drive) then click on the 'OK' button.
9. Click on the 'OK' button, select your monitor model and click on the 'Next' button.
10. Click on 'Finish' button then the 'Close' button.

## i-Menu



Welcome to “i-Menu” software by AOC. i-Menu makes it easy to adjust your monitor display setting by using on screen menus instead of the OSD button on the monitor. To complete installation, please follow the installation guide.



## e-Saver

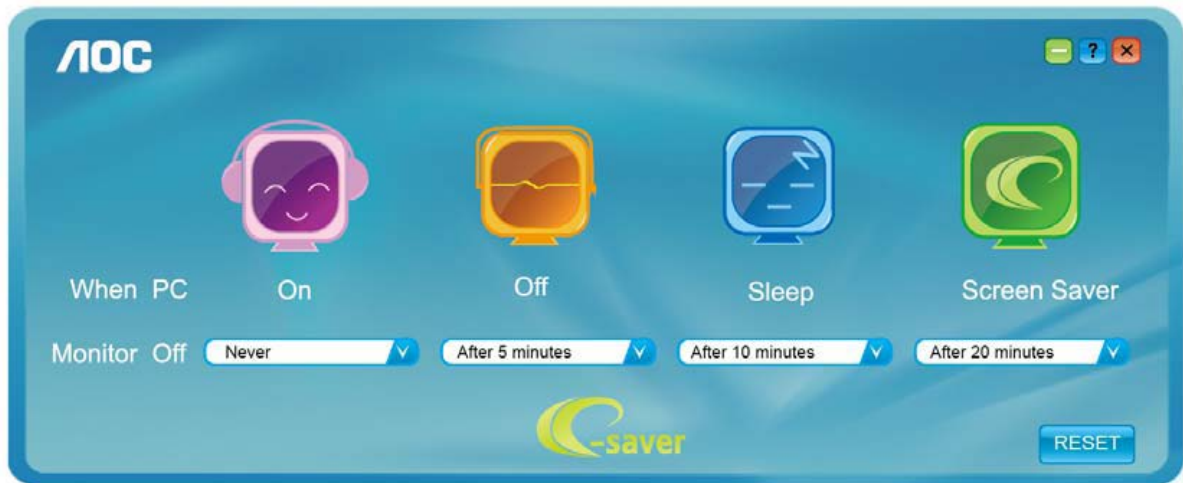


Welcome to use AOC e-Saver monitor power management software! The AOC e-Saver features Smart Shutdown functions for your monitors, allows your monitor to timely shutdown when PC unit is at any status (On, Off, Sleep or Screen Saver); the actual shutdown time depends on your preferences (see example below).

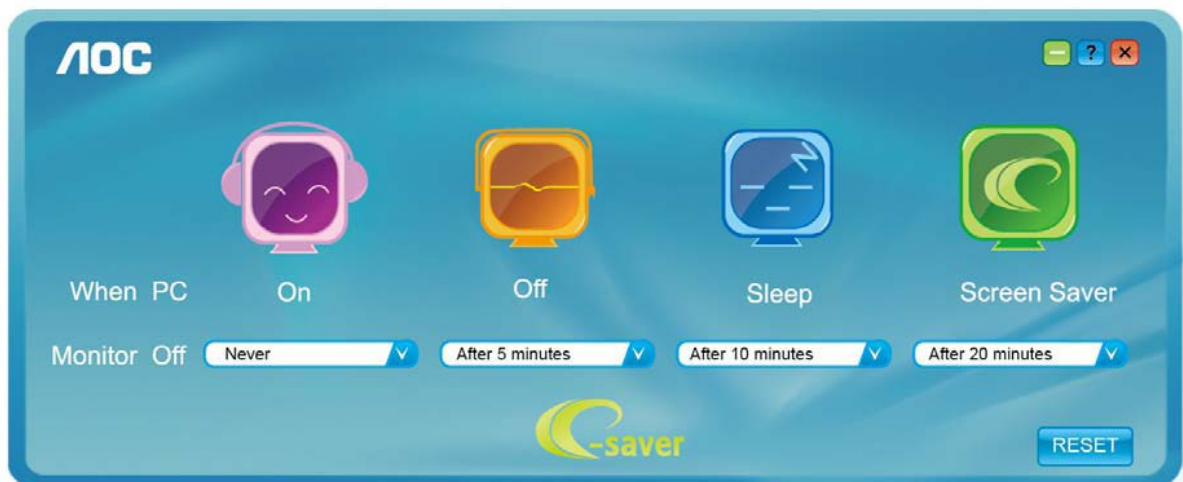
Please click on "driver/e-Saver/setup.exe" to start installing the e-Saver software, follow the install wizard to complete software installation.

Under each of the four PC status, you may choose from the pull-down menu the desired time (in minutes) for your monitor to automatically shutdown. The example above illustrated:

- 1) The monitor will never shutdown when the PC is powered on.
- 2) The monitor will automatically shutdown 5 minutes after the PC is powered off.
- 3) The monitor will automatically shutdown 10 minutes after the PC is in sleep/stand-by mode.
- 4) The monitor will automatically shutdown 20 minutes after the screen saver appears.



You can click "RESET" to set the e-Saver to its default settings like below.



---

## Screen+



Welcome to "Screen+" software by AOC, Screen+ software is a desktop screen splitting tool, it splits the desktop into different panes, each pane displays a different window. You only need to drag the window to a corresponding pane, when you want to access it. It supports multiple monitor display to make your task easier. Please follow the installation software to install it.



# Troubleshoot

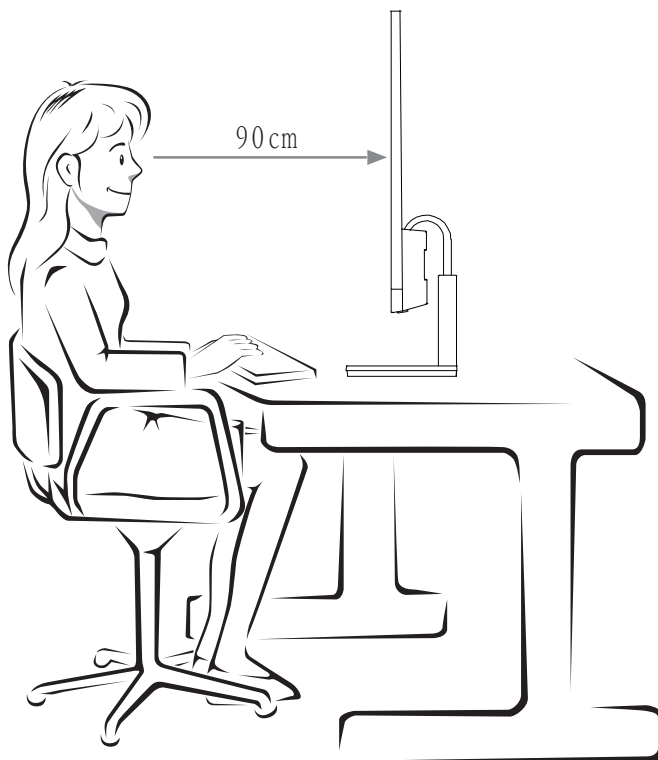
| Problem & Question  | Possible Solutions  |
|---|---|
| <b>Power LED Is Not ON</b>  | Make sure the power button is ON and the Power Cord is properly connected to a grounded power outlet and to the monitor.  |
| <b>No images on the screen</b>  | <ul style="list-style-type: none"> <li>• Is the power cord connected properly?<br/>Check the power cord connection and power supply.</li> <li>• Is the cable connected correctly?<br/>(Connected using the D-sub cable)<br/>Check the DB-15 cable connection.<br/>(Connected using the DVI cable)<br/>Check the DVI cable connection.<br/>* DVI input is not available on every model.</li> <li>• If the power is on, reboot the computer to see the initial screen (the login screen), which can be seen.<br/>If the initial screen (the login screen) appears, boot the computer in the applicable mode (the safe mode for Windows ME/XP/2000) and then change the frequency of the video card.<br/>(Refer to the Setting the Optimal Resolution)<br/>If the initial screen (the login screen) does not appear, contact the Service Center or your dealer.</li> <li>• Can you see "Input Not Supported" on the screen?<br/>You can see this message when the signal from the video card exceeds the maximum resolution and frequency that the monitor can handle properly.<br/>Adjust the maximum resolution and frequency that the monitor can handle properly.</li> <li>• Make sure the AOC Monitor Drivers are installed.</li> </ul> |
| <b>Picture Is Fuzzy &amp; Has Ghosting Shadowing Problem</b>            | Adjust the Contrast and Brightness Controls.<br>Press to auto adjust.<br>Make sure you are not using an extension cable or switch box. We recommend plugging the monitor directly to the video card output connector on the back .  |
| <b>Picture Bounces, Flickers Or Wave Pattern Appears In The Picture</b> | Move electrical devices that may cause electrical interference as far away from the monitor as possible.<br>Use the maximum refresh rate your monitor is capable of at the resolution your are using.   |
| <b>Monitor Is Stuck In Active Off-Mode"</b>                             | The Computer Power Switch should be in the ON position.<br>The Computer Video Card should be snugly fitted in its slot.<br>Make sure the monitor's video cable is properly connected to the computer.<br>Inspect the monitor's video cable and make sure no pin is bent.<br>Make sure your computer is operational by hitting the CAPS LOCK key on the keyboard while observing the CAPS LOCK LED. The LED should either turn ON or OFF after hitting the CAPS LOCK key.  |
| <b>Missing one of the primary colors (RED, GREEN, or BLUE)</b>          | Inspect the monitor's video cable and make sure that no pin is damaged.<br>Make sure the monitor's video cable is properly connected to the computer.   |
| <b>Screen image is not centered or sized properly</b>                   | Adjust H-Position and V-Position or press hot-key (AUTO).   |
| <b>Picture has color defects (white does not look white)</b>            | Adjust RGB color or select desired color temperature.   |
| <b>Horizontal or vertical disturbances on the screen</b>                | Use Windows 95/98/2000/ME/XP shut-down mode Adjust CLOCK and FOCUS.<br>Press to auto-adjust.  |

---

### 3D Troubleshooting

Ghost images that appear when viewing 3D effects may be a result of the following:

1. the display unit has not been adjusted to its optimum resolution of 1920\*1080 at 60HZ ; if a customer complains that they are unable to locate the resolution-1920\*1080, a non-standard VGA cable is possibly being used (clock and data cables have been cancelled and as a result, EDID/DDC displayed can not be read), or the graphics adapter driver is abnormal. 2. Sit at a position at least 90 cm away from the display unit. Keep the line of sight horizontal to the display unit as far as possible (with the upper and lower angle of view within 10 degrees).



If the 3D effect fails, please check: 1. whether you are wearing the original 3D glasses supplied by the manufacturer and whether you are sitting within the effective viewing distance; 2. whether the 3D function of the display unit has been turned on; if not, please select the corresponding 3D mode.

---

#### Precautions when viewing 3D videos

1. View 3D videos within an effective viewing distance and viewing angle.  
3D effects may not be available beyond the effective viewing distance and viewing angle.
2. For the sake of your health, do not watch 3D videos or video game screens for a long time, otherwise you may develop eye strain.  
-Stop watching and rest immediately if you develop symptoms such as headaches, lethargy, fatigue, etc.
3. Pregnant women, senior citizens, and patients with impaired hearing or lethargy should watch 3D videos according to their physical abilities.  
-Vivid 3D effects may make it difficult for viewers to distinguish the videos from the real world, thus leaving them frightened or excited.
4. Some vivid 3D videos may possibly make you feel like moving. Do not place fragile or dangerous articles around viewers when watching 3D videos.
5. Never allow children to watch 3D videos. These videos have a negative impact on the development of their eyesight.
6. Special precautions for people with light sensitivity: some individuals may find it difficult to watch lakes in special video games or special video modes.
7. Consult a doctor before watching a 3D video if some members in your family have a history of epilepsy or light sensitivity.
8. The following symptoms may appear even when there is no family history of related disease:  
- Stop watching 3D videos and games and consult a doctor if you feel dizzy, your sight drifts or your visual sense becomes unstable, you become unconscious, you develop cramps, you become confused, you lose your sense of direction or feel sick during or after watching 3D videos or games.
9. Symptoms for patients with light sensitivity will be relieved after following the procedures below:  
- Take a 5~15 minute break every hour when watching 3D videos.  
- If the eyesight prescription level between the two eyes differs, only watch 3D videos after taking proper eyesight corrective measures.  
- Place the screen to watch 3D videos at eye level.  
- Stop watching 3D videos and rest immediately if you feel tired, dizzy or have a headache.  
- Do not watch 3D videos or games if you feel sleepy, tired or sick, or have not watched 3D videos or games for a long time.

#### Precautions when wearing 3D glasses:

- Do not use 3D glasses as common glasses, sunglasses or protective goggles as they may damage your eyesight;
- Do not keep 3D glasses in places that are too hot or cold. 3D glasses will be damaged. Do not use damaged glasses;
- Do not throw objects at 3D glasses. Do not press on or throw 3D glasses;
- Use a clean, soft cloth to clean the lens (polarized film) of 3D glasses as any impurity on the cloth may scratch the glasses.

# Specification

## General Specification

|                          |                               |  |
|--------------------------|-------------------------------|--|
| Panel                    | Model name                    | D2357PH  |
|                          | Driving system                | TFT Color LCD                                      |
|                          | Viewable Image Size           | 584.2mm Diagonal                                   |
|                          | Pixel pitch                   | 0.265( H )mm x 0.265(V)mm                          |
|                          | Video                         | R, G, B Analog Interface ,HDMI                     |
|                          | Separate Sync.                | H/V TTL  |
|                          | Display Color                 | 16.7M Colors                                       |
|                          | Dot Clock                     | 144MHz   |
| Resolution               | Horizontal scan range         | 30kHz to 83kHz                                     |
|                          | Horizontal scan Size(Maximum) | 509.18mm   |
|                          | Vertical scan range           | 50Hz to 76Hz                                       |
|                          | Vertical scan Size(Maximum)   | 286.42mm   |
|                          | Optimal preset resolution     | 1920×1080@60Hz                                     |
|                          | Plug & Play                   | VESA DDC2B/C1                                      |
|                          | Input Connector               | VGA,HDMI×2   |
|                          | Input Video Signal            | Analog: 0.7Vp-p(standard), 75 OHM, Positive 、 HDMI |
|                          | Power Source                  | 100-240V~, 50/60Hz                                 |
|                          | Power Consumption             | Active<40W(Typical)                                |
|                          |                               | Standby < 0.5 W                                    |
|                          | Off timer                     | 0-24 hrs   |
| Physical Characteristics | Connector Type                | VGA、 HDMI×2  |
|                          | Signal Cable Type             | Detachable   |
|                          | Dimensions & Weight:          |  |
|                          | Height (with base)            | 399.303mm  |
|                          | Width                         | 534.99mm   |
|                          | Depth                         | 120.034mm  |
|                          | Weight (monitor only)         | 3.0kg  |
|                          | Weight (with packaging)       | 4.77kg   |
| Environmental            | Temperature:                  |  |

|  |               |                             |
|--|---------------|-----------------------------|
|  | Operating     | 0° to 40°                   |
|  | Non-Operating | -25° to 55°                 |
|  | Humidity:     |                             |
|  | Operating     | 10% to 85% (non-condensing) |
|  | Non-Operating | 5% to 93% (non-condensing)  |
|  | Altitude:     |                             |
|  | Operating     | 0~ 3658m (0~ 12000 ft )     |
|  | Non-Operating | 0~ 12192m (0~ 40000 ft )    |

## Preset Display Modes

| STAND              | Resolution     | HORIZONTAL<br>FREQUENCY(kHz) | VERTICAL<br>FREQUENCY(Hz) |
|--------------------|----------------|------------------------------|---------------------------|
| VGA                | 640x480@60Hz   | 31.469                       | 59.940                    |
|                    | 640x480@72Hz   | 37.861                       | 72.809                    |
|                    | 640x480@75Hz   | 37.500                       | 75.00                     |
| SVGA               | 800x600@56Hz   | 35.156                       | 56.250                    |
|                    | 800x600@60Hz   | 37.879                       | 60.317                    |
|                    | 800x600@72Hz   | 48.077                       | 72.188                    |
|                    | 800x600@75Hz   | 46.875                       | 75.000                    |
| XGA                | 1024x768@60Hz  | 48.363                       | 60.004                    |
|                    | 1024x768@70Hz  | 56.476                       | 70.069                    |
|                    | 1024x768@75Hz  | 60.023                       | 75.029                    |
| SXGA               | 1280x1024@60Hz | 63.981                       | 60.020                    |
|                    | 1280x1024@75Hz | 79.976                       | 75.025                    |
| WXGA+              | 1440x900@60Hz  | 55.935                       | 59.887                    |
| WSXGA              | 1680x1050@60Hz | 65.290                       | 59.954                    |
| HD                 | 1920x1080@60Hz | 67.500                       | 60.000                    |
| ***                | 1280x960@60Hz  | 60.000                       | 60.000                    |
| IBM<br>MODE<br>DOS | 640x350@70Hz   | 31.469                       | 70.087                    |
|                    | 720x400@70Hz   | 31.469                       | 70.087                    |
| MAC MODE<br>VGA    | 640x480@67Hz   | 35.000                       | 66.667                    |

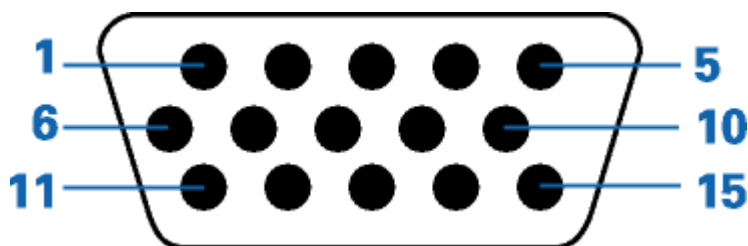
|                  |               |        |        |
|------------------|---------------|--------|--------|
| MAC MODE<br>SVGA | 832x624@75Hz  | 49.725 | 74.551 |
| MAC MODE<br>XGA  | 1024x768@75Hz | 60.241 | 74.927 |

Preset table for the HDMI 3D mode

| 3D Format          | Resolution Refresh | Rate    |
|--------------------|--------------------|---------|
| Frame Packing      | 1080p              | 24Hz    |
| Frame Packing      | 720p               | 50/60Hz |
| Side-by-Side(Half) | 1080p              | 50/60Hz |
| Side-by-Side(Half) | 1080i              | 50/60Hz |
| Side-by-Side(Half) | 720p               | 50/60Hz |
| Top-and-Bottom     | 1080p              | 50/60Hz |
| Top-and-Bottom     | 1080p              | 24Hz    |
| Top-and-Bottom     | 720p               | 50/60Hz |
| Frame Packing      | 480p               | 60Hz    |
| Side-by-Side(Half) | 480p               | 60Hz    |
| Top-and-Bottom     | 480p               | 60Hz    |
| Frame Packing      | 576p               | 50 Hz   |
| Side-by-Side(Half) | 576p               | 50 Hz   |
| Top-and-Bottom     | 576p               | 50 Hz   |

For HDMI INPUT, switch over to 1920\*1080/24/25/30HZ if the font on the display unit screen is not clear.

## Pin Assignments



| Pin Number | 15-Pin Side of the Signal Cable |
|------------|---------------------------------|
| 1          | Video-Red                       |
| 2          | Video-Green                     |
| 3          | Video-Blue                      |
| 4          | N.C.                            |
| 5          | Detect Cable                    |
| 6          | GND-R                           |
| 7          | GND-G                           |
| 8          | GND-B                           |
| 9          | +5V                             |

|    |                  |
|----|------------------|
| 10 | Ground           |
| 11 | N.C.             |
| 12 | DDC-Serial data  |
| 13 | H-sync           |
| 14 | V-sync           |
| 15 | DDC-Serial clock |



| Pin No. | Signal Name        | Pin No. | Signal Name               | Pin No. | Signal Name     |
|---------|--------------------|---------|---------------------------|---------|-----------------|
| 1       | TMDS Data 2+       | 9       | TMDS Data 0               | 17      | DDC/CEC Ground  |
| 2       | TMDS Data 2 Shield | 10      | TMDS Clock +              | 18      | +5V Power       |
| 3       | TMDS Data 2        | 11      | TMDS Clock Shield         | 19      | Hot Plug Detect |
| 4       | TMDS Data 1+       | 12      | TMDS Clock                |         |                 |
| 5       | TMDS Data 1Shield  | 13      | CEC                       |         |                 |
| 6       | TMDS Data 1        | 14      | Reserved (N.C. on device) |         |                 |
| 7       | TMDS Data 0+       | 15      | SCL                       |         |                 |
| 8       | TMDS Data 0 Shield | 16      | SDA                       |         |                 |

## Plug and Play

### Plug & Play DDC2B Feature

This monitor is equipped with VESA DDC2B capabilities according to the VESA DDC STANDARD. It allows the monitor to inform the host system of its identity and, depending on the level of DDC used, communicate additional information about its display capabilities.

The DDC2B is a bi-directional data channel based on the I2C protocol. The host can request EDID information over the DDC2B channel.

---

# Regulation

## FCC Notice

### **FCC Class B Radio Frequency Interference Statement WARNING: (FOR FCC CERTIFIED MODELS)**

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

### **NOTICE :**

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded interface cables and AC power cord, if any, must be used in order to comply with the emission limits.

The manufacturer is not responsible for any radio or TV interference caused by unauthorized modification to this equipment. It is the responsibilities of the user to correct such interference. It is the responsibility of the user to correct such interference.

## CE Declaration of Conformity

### **This product is in conformity with the following standards**

- EN60950-1:2006 and A11+A1 (Safety requirement of Information Technology Equipment).
- EN 55022:2006+A1: 2007 (Radio Disturbance requirement of Information Technology Equipment).
- EN55024:1998+A1:2001+A2:2003 (Immunity requirement of Information Technology Equipment).
- EN 61000-3-2:2006+A1: 2009+A2: 2009 (Harmonic current emissions).
- EN 61000-3-3:2008 (Voltage fluctuations & flicker) following provisions of directives applicable.
- 2006/95/EC (Low Voltage Directive).
- 2004/108/EC (EMC Directive).
- 2005/32/EC (EuP Directive, EC No. 1275/2008 implementing Directive for Standby and Off mode power consumption) and is produced by a manufacturing organization on ISO9000 level.

---

## WEEE Declaration

Disposal of Waste Equipment by Users in Private Household in the European Union.



This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product .



---

# Service

## Warranty Statement for Europe

### LIMITED THREE-YEAR WARRANTY\*

AOC Color Monitors sold within Europe

AOC International (Europe) BV warrants this product to be free from defects in material and workmanship for a period of Three (3) years after the original date of consumer purchase. During this period, AOC International (Europe) BV will, at its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as \*stated below. The defective products that are replaced become the property of AOC International (Europe) BV.

If the product appears to be defective, please contact your local dealer or refer to the warranty card when attached to the product.

Deliver the dated proof of purchase to the AOC Authorized Service Center.

If you cannot deliver the product in person:

- Pack it in its original shipping container (or equivalent)
- Put the RMA number on the address label
- Put the RMA number on the shipping carton
- Insure it (or assume the risk of loss/damage during shipment)
- Pay all shipping charges

AOC International (Europe) BV is responsible neither for any damage or loss during inbound transport damage nor to inbound product that was not properly packaged.

AOC International (Europe) BV will pay the return shipping charges within one of the countries specified within this warranty statement. AOC International (Europe) BV is not responsible for any costs associated with the transportation of product across international borders. This includes the international border within the European Union.

\* This limited warranty does not cover any losses or damages that occur as a result of

- Shipping or improper installation or maintenance
- Misuse
- Neglect
- Any cause other than ordinary commercial or industrial application
- Adjustment by non-authorized source
- Repair, modification, or installation of options or parts by anyone other than an AOC Authorized Service Center
- Improper environment
- Excessive or inadequate heating or air conditioning or electrical powers failures, surges, or other irregularities

This limited warranty does not cover any of the product firmware or hardware that you or any third party have

---

modified or altered; you bear the sole responsibility and liability for any such modification or alteration.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO A PERIOD OF THREE (3) YEARS FOR PARTS AND LABOR FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. NO WARRANTIES (EITHER EXPRESSED OR IMPLIED) APPLY AFTER THIS PERIOD.

AOC INTERNATIONAL (EUROPE) BV OBLIGATIONS AND YOUR REMEDIES HEREUNDER ARE SOLELY AND EXCLUSIVELY AS STATED HERE. AOC INTERNATIONAL (EUROPE) BV LIABILITY, WHETHER BASED ON CONTRACT, TORT, WARRANTY, STRICT LIABILITY, OR OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT OR DAMAGE IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL AOC INTERNATIONAL (EUROPE) BV BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE OR FACILITIES OR EQUIPMENT, OR OTHER INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, YOU MAY HAVE OTHER RIGHTS, WHICH MAY VARY FROM COUNTRY TO COUNTRY. THIS LIMITED WARRANTY IS ONLY VALID FOR PRODUCTS PURCHASED IN THE MEMBER COUNTRIES OF THE EUROPEAN UNION.

Information in this document is subject to change without notice.

For more details, please visit: <http://www.aoc-europe.com/en/service/index.php>

---

## Warranty Statement for North & South America (excluding Brazil)

### WARRANTY STATEMENT for AOC Color Monitors Including those Sold within North America as Specified

Envision Peripherals, Inc. warrants this product to be free from defects in material and workmanship for a period of three (3) years for parts & labor and one (1) year for CRT Tube or LCD Panel after the original date of consumer purchase. During this period, EPI ( EPI is the abbreviation of Envision Peripherals, Inc. ) will, at its option, either repair the defective product with new or rebuilt parts, or replace it with a new or rebuilt product at no charge except as \*stated below. The parts or product that are replaced become the property of EPI.

In the USA to obtain service under this limited warranty, call EPI for the name of the Authorized Service Center closest to your area. Deliver the dated proof of purchase to the EPI Authorized Service Center.

If you cannot deliver the product in person:

- Pack it in its original shipping container (or equivalent)
- Put the RMA number on the address label
- Put the RMA number on the shipping carton
- Insure it (or assume the risk of loss/damage during shipment)
- Pay all shipping charges

EPI is not responsible for damage to inbound product that was not properly packaged.

EPI will pay the return shipment charges within one of the countries specified within this warranty statement. EPI is not responsible for any costs associated with the transportation of product across international borders. This includes the international borders of the countries within this warranty statements.

In the United States and Canada contact your Dealer or EPI Customer Service, RMA Department at the toll free number (888) 662-9888. Or you can request an RMA Number online at [www.aoc.com/na-warranty](http://www.aoc.com/na-warranty).

\* This limited warranty does not cover any losses or damages that occur as a result of:

- Shipping or improper installation or maintenance
- Misuse
- Neglect
- Any cause other than ordinary commercial or industrial application
- Adjustment by non-authorized source
- Repair, modification, or installation of options or parts by anyone other than an EPI Authorized Service Center
- Improper environment
- Excessive or inadequate heating or air conditioning or electrical power failures, surges, or other irregularities

This three-year limited warranty does not cover any of the product's firmware or hardware that you or any third party have modified or altered; you bear the sole responsibility and liability for any such modification or alteration.

---

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO A PERIOD OF THREE (3) YEARS FOR PARTS AND LABOR AND ONE (1) YEAR FOR CRT TUBE OR LCD PANEL FROM THE ORIGINAL DATE OF CONSUMER PURCHASE. NO WARRANTIES (EITHER EXPRESSED OR IMPLIED) APPLY AFTER THIS PERIOD. IN THE UNITED STATES OF AMERICA, SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

EPI OBLIGATIONS AND YOUR REMEDIES HEREUNDER ARE SOLELY AND EXCLUSIVELY AS STATED HERE. EPI' LIABILITY, WHETHER BASED ON CONTRACT, TORT, WARRANTY, STRICT LIABILITY, OR OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT OR DAMAGE IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL ENVISION PERIPHERALS, INC. BE LIABLE FOR ANY LOSS OF PROFITS, LOSS OF USE OR FACILITIES OR EQUIPMENT OR OTHER INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGE. IN THE UNITED STATES OF AMERICA, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALTHOUGH THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

In the United States of America, this limited warranty is only valid for Products purchased in the Continental United States, Alaska, and Hawaii.

Outside the United States of America, this limited warranty is only valid for Products purchased in Canada.

Information in this document is subject to change without notice.

For more details, please visit:

**USA:** <http://us.aoc.com/support/warranty>

**ARGENTINA:** <http://ar.aoc.com/support/warranty>

**BOLIVIA:** <http://bo.aoc.com/support/warranty>

**CHILE:** <http://cl.aoc.com/support/warranty>

**COLOMBIA:** <http://co.aoc.com/warranty>

**COSTA RICA:** <http://cr.aoc.com/support/warranty>

**DOMINICAN REPUBLIC:** <http://do.aoc.com/support/warranty>

**ECUADOR:** <http://ec.aoc.com/support/warranty>

**EL SALVADOR:** <http://sv.aoc.com/support/warranty>

**GUATEMALA:** <http://gt.aoc.com/support/warranty>

**HONDURAS:** <http://hn.aoc.com/support/warranty>

**NICARAGUA:** <http://ni.aoc.com/support/warranty>

**PANAMA:** <http://pa.aoc.com/support/warranty>

**PARAGUAY:** <http://py.aoc.com/support/warranty>

**PERU:** <http://pe.aoc.com/support/warranty>

**URUGUAY:** <http://pe.aoc.com/warranty>

**VENEZUELA:** <http://ve.aoc.com/support/warranty>

**IF COUNTRY NOT LISTED:** <http://latin.aoc.com/warranty>



Only for AOC branded monitors sold within the continental United States.

All AOC branded monitors are now covered by the EASE Program. If your monitor malfunctions at any time during the first three months, AOC will provide a replacement monitor within 72 hours after you are approved for our program. If your monitor qualifies for the EASE program, AOC will pay for freight both ways.

**Step 1:** Phone our TECH Department at 888.662.9888

**Step 2:** Fill out and return EASE registration forms by mail or fax.

**Step 3:** We will issue a Return Authorization Number upon verification into the program.

**Step 4:** A monitor will be advance shipped to your location.

**Step 5:** We will issue a UPS Call Tag to pick up the defective unit.

**Step 6:** Please review the following chart to see your EASE program qualifications.

| WARRANTY PERIOD  | COVERAGE AT NO CHARGE   | CUSTOMER CHARGES            |
|--|---|-----------------------------|
| Within the first three months of purchase: Covered by EASE     | - New AOC monitor<br>- Call tag dispatched and return freight charges via UPS | - None*                     |
| Between 4 months – 1 Year                                      | - All Parts & Labor Including CRT Tube & LCD Panel                            | - UPS Return Freight to AOC |
| Between 1 Year - 3 Years: Covered by standard limited warranty | - Parts & Labor (excluding CRT Tube & LCD Panel)                              | - UPS Return Freight to AOC |

\*AOC will need to obtain a credit card number if you would like to get a new AOC monitor advanced shipped to your location, prior to the defective unit arriving at AOC's service center. If you do not wish to supply a credit card, AOC will only ship the new monitor, once the defective unit arrives at the AOC service center.

